The Impact of Downsizing on Software and Services

- Software re-engineering
- Outsourcing desktop services
- Customer services perspective

INPUT

E-AD-1

Notes

4/20/92

© 1992 by INPUT. Reproduction Prohibited.

The Impact of Downsizing on Software and Services

- Software re-engineering
- Customer services perspective

INPUT

E-AD-1a

Notes

5/11/92

© 1992 by INPUT. Reproduction Prohibited.

Software Re-engineering

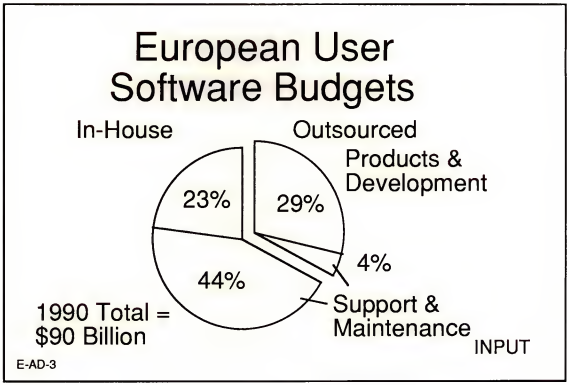
INPUT

E-AD-2

Notes

4/20/92

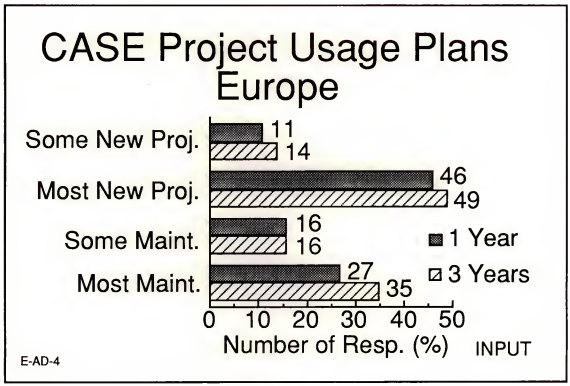
© 1992 by INPUT. Reproduction Prohibited.



Notes

4/20/92

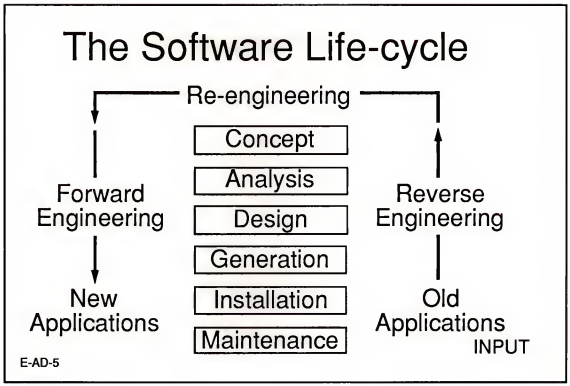
© 1992 by INPUT. Reproduction Prohibited.



Notes

4/20/92

© 1992 by INPUT. Reproduction Prohibited.



Notes

© 1992 by INPUT. Reproduction Prohibited.

Software Re-engineering

- Drivers
 - Established business practices
 - Reverse engineering tools
 - Portable software platforms

INPUT

E-AD-6a

Notes

4/20/92

© 1992 by INPUT. Reproduction Prohibited.

Software Re-engineering

- Inhibitors
 - Change and business re-engineering
 - Object-oriented design
 - Downsizing

INPUT

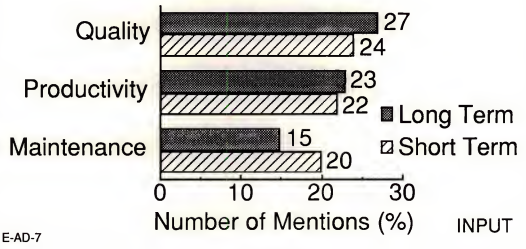
E-AD-6b

Notes

4/20/92

© 1992 by INPUT. Reproduction Prohibited.

Payback Expectations of CASE Users



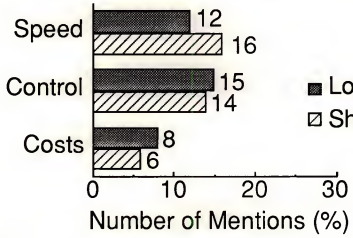
E-AD-7

Notes

4/20/92

© 1992 by INPUT. Reproduction Prohibited.

Payback Expectations of CASE Users



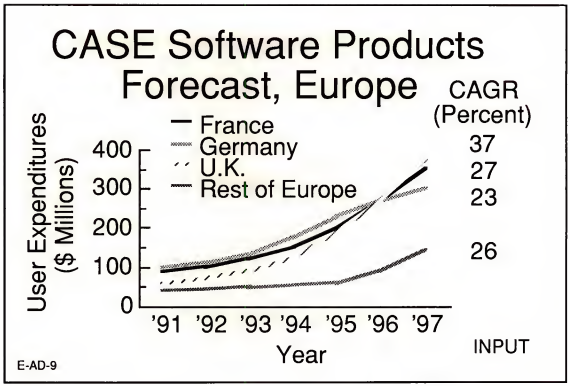
INPUT

E-AD-8

Notes

4/20/92

© 1992 by INPUT. Reproduction Prohibited.



Notes

4/20/92

© 1992 by INPUT. Reproduction Prohibited.

CASE-Related Initiatives

- Methodologies
- Software standards
- Software quality
- Organisational changes
- Training
- Team management

INPUT

E-AD-10

Notes

4/20/92

© 1992 by INPUT. Reproduction Prohibited.

Application Questions

- Drop
- Hold
- Re-engineer
- New development
- New package

INPUT

E-AD-11

Notes

4/20/92

© 1992 by INPUT. Reproduction Prohibited.

Impact of Downsizing

- Systems
- Projects
- Timescales
- Budgets
- Management

INPUT

E-AD-12

Notes

4/20/92

© 1992 by INPUT. Reproduction Prohibited.

Custom Software Projects Drivers

- Rising board-level awareness
- Growing project complexity
- New software technologies
- Client's staff shortages
- Improved quality and standards

INPUT

E-AD-13

Notes

5/6/92

© 1992 by INPUT. Reproduction Prohibited.

Custom Software Projects Inhibitors

- Recessionary budget cuts
- Growing popularity of packages
- Slow quality improvement
- High staff training costs

INPUT

E-AD-14

Notes

5/6/92

© 1992 by INPUT. Reproduction Prohibited.

Role of Applications Software Products

- Key building blocks
- Ownership vs. partnership
- Perception of choice
- Importance of market position

INPUT

E-AD-15

Notes

5/13/92

© 1992 by INPUT. Reproduction Prohibited.

Application Operations, Europe

Reasons for Adoption

Factor	Degree of Imp.
Making IS relate to business needs	High
Making IS more manageable	High
Easier planning of IS costs	High
Need to reduce IS costs	High

INPUT

E-AD-17

Notes

5/20/92

© 1992 by INPUT. Reproduction Prohibited.

Application Operations, Europe

Reasons for Adoption

Factor	Degree of Imp.
Making IS relate to business needs	High
Making IS more manageable	High
Easier planning of IS costs	High
Need to reduce IS costs	High

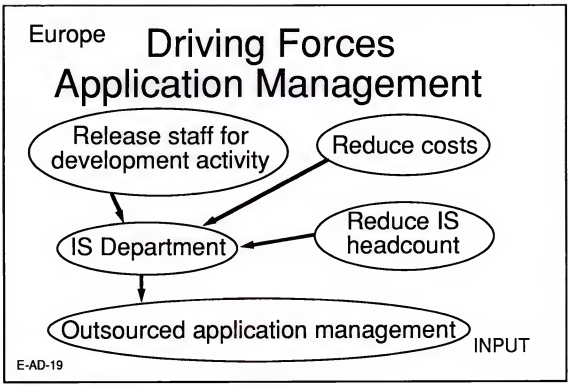
INPUT

E-AD-17

Notes

5/20/92

© 1992 by INPUT. Reproduction Prohibited.



Notes

12/21/92

© 1992 by INPUT. Reproduction Prohibited.

Profile of Typical Application Management Contract

- Value $2 million over three years
- Covers all commercial applications
- Cobol predominant language used
- Users highly satisfied

INPUT

E-AD-20

Notes

12/21/92

© 1992 by INPUT. Reproduction Prohibited.